



Continuous Quality Improvement Initiative 2026-2027

Dom Lipa Continuous Quality Improvement Initiative Lead – Anne Rovansek-Freer, BSO Lead

This year 2026-2027 the Home's priority areas for Quality Improvements are based on residents' experience survey.

We are working on increasing percentage of residents responding positively to “I can share my thoughts and opinions without worrying about negative consequences” and “I am aware of who to contact to initiate a concern/complaint.”

In addition, Dom Lipa is also working on minimizing unnecessary and potentially avoidable emergency department visits, to focus on Gentle Persuasive Approach (GPA) education of all employees to improve staff's skill and confidence in responding respectfully to responsive behaviors associated with dementia, and to improve the resident experience.

During Continuous Quality Improvement Meetings, Dom Lipa's team discuss area that need improvement. To monitor improvement, we are using Resident/Family Satisfaction Surveys and Quality Indicators from CIHI.

Ongoing IPAC measures and education for all Dom Lipa staff, residents, and essential caregivers.

Completed by:

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